Table 10B

Processing Time for Complaints Concluded by Full Investigation and Other Modes

TIME \ YEAR	1999-2000	2000-01	2001-02 (10 1/2 months)	2002-03	2003-04
Concluded by full investigation					
Less than 3 months	5.2%	6.8%	0.3%	0.8%	**37.7%**
3 – 6 months	55.0%	49.7%	50.8%	56.5%	**45.4%**
6 – 9 months	25.3%	26.1%	13.6%	14.5%	**8.4%**
9 – 12 months	8.8%	13.7%	8.4%	9.7%	**3.9%**
More than 12 months	5.7%	3.7%	26.9%	18.5%	**4.6%**
Number of complaints	**194**	**161**	**331**	**124**	**284**
Concluded by other modes (i.e. Item E in Table 1 excludes complaints concluded by full investigation)					
Less than 1 month	47.3%	59.3%	58.8%	60.9%	**60.3%**
1 – 3 months	24.3%	21.2%	20.0%	15.5%	**13.2%**
3 – 6 months	24.8%	19.0%	19.9%	23.1%	**25.7%**
6 – 9 months	3.1%	0.5%	1.0%	0.4%	**0.5%**
9 – 12 months	0.5%	0.0%	0.2%	0.1%	**0.2%**
More than 12 months	0.0%	0.0%	0.1%	0.0%	**0.1%**
Number of complaints	**3,217**	**3,315**	**3,459**	**4,246**	**4,061**